

2018

DEPARTMENT OF PEDIATRICS

New Managers

An Update on the Clinical Enterprise Management Team

The Clinical Enterprise team has welcomed quite a few new faces since our last edition, including some new members of the Management team.



Benjamin Bailey joined the team in February as the new Front Desk Supervisor.



Kristine Hagen joined the front lines this March as the Template/Scheduling Manager.

Welcome to Benjamin and Kristine!!

Josh Clayton is not exactly a new face, however, he is bringing his template expertise to the table as the new Scheduling Supervisor.

iCentra Updates Blog

Stay updated on all things iCentra!

Clinical Enterprise now has a running blog containing important contacts and recent meeting minutes for the Care Transformation Team meetings.

The blog can be found under the Peds Intranet Hyperlink tab or online at <https://www.ped.med.utah.edu/valueteam/TheBlog/home.html>.

The Care Transformation Team continues to meet regularly to monitor all iCentra related issues impacting patients and physicians. They are seeing progress.

Solutions Team Meetings

The Solution Team Meetings have been reduced to focus temporarily on the more urgent issues brought on by the iCentra transition. The active teams include:

Clinical Operations

Scheduling

Triage

HIM

If you have questions regarding these meetings, or if you have an interest in joining any of the Solutions Teams please contact Boneet Kaur (Boneet.Kaur@hsc.utah.edu).

Incident Reporting Tool

The Incident Reporting Tool is still up and running. Physicians and staff are encouraged to log any errors that occurred in clinic.

The link can be found on the Peds Intranet, Hyperlink tab under (Incident Reporting) or online at <https://www.ped.med.utah.edu/valueteam/ssir/report.aspx>.

Retiring Scheduling Email

The Scheduling/Template teams are consolidating their contacts into one email to provide a simpler, clearer, route for all scheduling concerns.

Both teams can be contacted at:
ped.s.template@hsc.utah.edu

If you have a specific patient appointment to schedule, please submit via iCentra Message Center.

Any issues relating to scheduling errors should be entered into the Incident Reporting Tool..



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Template changes or corrections should still be emailed.

HIPPA UPDATES

The 18 HIPAA Identifiers

The HIPAA privacy rule sets forth policies to protect all individually identifiable health information that is held or transmitted by a covered entity. These are the 18 HIPAA Identifiers that are considered personally identifiable information. This information can be used to identify, contact, or locate a single person or can be used with other sources to identify a single individual. When personally identifiable information is used in conjunction with one's physical or mental health or condition, health care, or one's payment for that health care, it becomes Protected Health Information (PHI).

- Name
- Address (all geographic subdivisions smaller than state, including street address, city county, and zip code)
- All elements (except years) of dates related to an individual (including birthdate, admission date, discharge date, date of death, and exact age if over 89)
- Telephone numbers
- Fax number
- Email address
- Social Security Number
- Medical record number
- Health plan beneficiary number
- Account number
- Certificate or license number
- Any vehicle or other device serial number
- Web URL
- Internet Protocol (IP) Address
- Finger or voice print
- Photographic image - Photographic images are not limited to images of the face.
- Any other characteristic that could uniquely identify the individual
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If a communication contains any of these identifiers, or parts of the identifier, such as initials, the data is to be considered "identified". To be considered "de-identified", ALL of the 18 HIPAA Identifiers must be removed from the data set. This includes all dates, such

as surgery dates, all voice recordings, and all photographic images.

Prior Authorization Updates

A Message from Christie Davis

In an effort help the providers and staff more easily locate our pre auth clinic notes, my team will be required to change the note type from Phone Message to Billing Authorization and subject of their message will be Pre Auth - name of what is being pre authorized.

Service Date/Time ▾	Subject	Type
03/29/2018 11:33:00 M...	Pre Auth - Dysport	Billing Authorizations

You can also add our Pool Name "Primary Children's UofU DOP PreAuthorizations".

Providers with questions about imaging pre authorizations, care encouraged to forward to "Primary Children's Imaging Authorizations" or "Primary Children's Imaging Scheduling".